

Summary of Data

Department of Human Resource Management -

Customer Conference

September 7, 2005

The Department of Human Resource Management and HR Steering Council hosted a customer conference (focus group) on September 7, 2005. The conference assembled managers and employees together to provide feedback to the Steering Council about HR services. There were approximately 50 participants representing most of the state agencies. The participants were asked to answer two questions: 1) How can human resources improve on the services currently provided to agencies; and, 2) What additional services can HR provide to better meet the needs of supervisors, managers, and employees?

Five themes emerged from the customer conference. These themes were consistent at all ten tables and in response to both questions. The themes are: Recruitment and hiring; Customer service, the availability of HR, response time and problem solving; Training and HR information; Consistency; and Compensation. Conference participants provided input that both defined the problem and offered specific actions items for DHRM to consider. This is all summarized below.

Recruitment and Hiring

This was by far the most frequently mentioned issue and was discussed at each table either in response to question number one or two.

Problem	Action Items
<ul style="list-style-type: none">• Streamline and speed up the process, need a fresh modern approach• Managers need more flexibility in the hiring process• Managers need more information when filling positions• Provide more training on the recruitment and hiring process• UJM job descriptions are too generic• Hiring standards may be too high	<ul style="list-style-type: none">• Have current and specific job descriptions that can be plugged into the process• Delegate more decision making to managers• Simplify the process by reducing red tape• Develop templates of questions• Set up career tracks for employees

Customer Service

Problem	Action Items
<ul style="list-style-type: none">• Provide faster response especially in the core HR functions of classification, recruitment and interviewing• Speed up communications• Be flexible in meeting the needs of agencies	<ul style="list-style-type: none">• Take the lead in making the case for employees• Represent employees in the political arena• Communicate with customers as work progresses• Have regular HR issues meeting

<ul style="list-style-type: none"> • Be clear about who is the customer • Advocate for employees • Ensure access to HR staff at DHRM • Expand hours that HR is available • Keep HR in house • Keep management up to date • Establish solid working relationships with management • Simplify electronic access • Give managers more information • Have a “how to” approach instead of a “we can’t” approach 	<p>and site visits</p> <ul style="list-style-type: none"> • Establish an HR hotline • Set up 24 hour on call for HR • Focus on best practices
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Training and HR Information

Problem	Action Items
<ul style="list-style-type: none"> • Provide more training on HR topics such as hiring, performance appraisal, benefits and rules • Establish more web based training • Ensure HR staff are knowledgeable and informed • Need management development beyond CPM 	<ul style="list-style-type: none"> • Administer training centrally to provide equity among departments

Consistency

Problem	Action Items
<ul style="list-style-type: none"> • Follow procedure in the disciplinary and grievance process • Speed up the disciplinary and grievance process • Don't be afraid of litigation • Revamp performance appraisal • Be consistent with compensation across agencies 	<ul style="list-style-type: none"> • Take the lead in making the case for employees • Reward and punish employees based on performance

Compensation

Problem	Action Items
<ul style="list-style-type: none"> • Work with agencies on compensation issues • Work on the compression issue • Move employees through the range • Reward performance • Like pay between agencies 	<ul style="list-style-type: none"> • Provide more frequent MCA's • Re-evaluate the pay scale • More money